

## COVID-19 FAQs for Providers of Individual Support Services, Family Support Services and Assistive Technology

### Summary

On April 20, 2020, changes were made to the delivery of Individual Support Services (ISS), Family Support Services (FSS) and Assistive Technology for youth with developmental and intellectual disabilities as the result of COVID-19 pandemic. Usual operating requirements were modified to preserve quality of service while promoting the ability of both families and service providers to adhere to necessary social distancing practices.

### ISS Providers

#### **What methods of remote service delivery are acceptable for ISS services?**

Combined audio/visual technology is the preferred method of remote service delivery. When that is not available, use of audio only is acceptable. Remote service delivery should be documented using telehealth progress notes accompanying standard progress notes.

#### **What are the telehealth progress notes?**

There are three types of telehealth progress notes: Telehealth-Audio Visual, Telehealth Audio Only and Telehealth Support Activity. For detailed information, see the training on the PerformCare training website <https://www.performcarenj.org/pdf/provider/training/general-csoc/covid-telehealth-progress-notes.pdf>

#### **What do I have to do before I can provide remote services?**

ISS providers who intend to use remote service delivery methods must submit an attestation of the organization's adherence to the Standards of Care for Remote Service Delivery, to DCF. (Standards of Care are on page 6 and 7 of the ISS-Respite Guide, <https://www.nj.gov/dcf/news/ISS-Respite-AT-provider-guidance.pdf>)

#### **Where do I get the attestation? Who do I contact if I have questions?**

Any questions regarding the Standards of Care or attestation process should be submitted to [askdcf@dcf.nj.gov](mailto:askdcf@dcf.nj.gov).

### Family Support Service - Respite Services

#### **Which respite services are suspended during the period of social distancing?**

Agency Afterschool Respite (AAS), Agency Weekend Recreation (AWR), and Agency Overnight Respite (OVR) are suspended.

## **What do I do with the youth on my census in AAS, AWR and OVR programs?**

Providers of AAS, AWR and OAR services must transition (discharge) all youth on their census effective date 4/20/2020 for these services and advise the family of the action. Billing will not be possible past this date.

## **If I have youth in suspended programs, and I provide AHR or SHR, can I use CYBER's site transfer functionality to move them into an approved program?**

No. CYBER's site transfer functionality will only permit you to transfer a youth from one program to another for the same service type – for example AHR to another AHR.

## **What are the steps to have a youth transfer from my suspended AWR or AAS program to my available AHR or SHR program?**

1. Notify families their youth will be discharged and receive family approval that they want to move to your available AHR or SHR program
2. Inform the family that no live-in family members may be reimbursed for SHR services
3. Discharge the youth from your AWR or AAS census
4. Ask the family to contact PerformCare to update their FSS application
5. When the family calls PerformCare they may add the AHR or SHR service request to their FSS application if needed and specify the agency their preferred

## **Application matches continue to appear in my suspended programs Provider Queue. What should I do with them?**

You can choose to leave them or change them to Not Accept, or you can reach out to the families inquire as to whether they are interested in AHR or SHR if you provide these services. Providers should not attempt to admit to a program/service that is currently in a suspended status.

## **What will happen when the pandemic rules are lifted?**

Once the suspension has been removed, families can call PerformCare and update their FSS application to re-access their preferred respite service. Both providers and families will be notified when this will occur.

## **Many family members are living together during the pandemic. My agency is coordinating SHR services for families. Who is not eligible for reimbursement for providing SHR?**

Caregivers who reside with a family member with developmental disabilities, including, but not limited to, a parent, sibling, spouse, child, grandparent, stepfamily member, aunt, uncle, cousin or legal guardian will not be reimbursed for providing SHR services.

## Assistive Technology (AT)

### **When were home and vehicle assistive technology assessments suspended?**

Suspensions for new AT services began April 20, 2020 and will be reviewed every 30 days.

### **I am already working on an approved AT project (home/car). What should I do?**

Approved assistive technology projects may proceed provided families wish to do so and contingent upon vendor availability.

## References

NJ State Information Hub <https://covid19.nj.gov/>

Coronavirus (COVID-19) Information (general) <https://www.nj.gov/dcf/coronavirus.html>

Contracted Providers [https://www.nj.gov/dcf/coronavirus\\_contractedproviders.html](https://www.nj.gov/dcf/coronavirus_contractedproviders.html)

Guidance for Operating in the COVID-19 Pandemic for Providers of Individual Support Services, Respite Services, and Assistive Technology <https://www.nj.gov/dcf/news/ISS-Respite-AT-provider-guidance.pdf>

Guidelines for Providers <https://www.nj.gov/dcf/news/200312-DCF.Guidelines.around.COVID-19.Communication.pdf>

Guidance for Providers of Services for Individuals with Intellectual or Developmental Disabilities  
[https://nj.gov/humanservices/documents/covid/Guidance\\_CommunityProviders.pdf](https://nj.gov/humanservices/documents/covid/Guidance_CommunityProviders.pdf)

Temporary Telehealth Guidelines Newsletter

<https://nj.gov/humanservices/library/slides/Temporary%20Telehealth%20Medicaid%20Newsletter%20FINAL.pdf>

Call (General COVID-19 Questions): 2-1-1 (7am-11pm)

Call (Medical COVID-19 Questions): 1-800-962-1253 (24/7)

Text NJCOVID to 898-211 to receive alerts

Please note that existing training materials that refer to these areas will be reviewed and updated. Additional materials and trainings on the functionality will be forthcoming.

## Assistance

If you require assistance or have any issues related to this information, please contact PerformCare at **1-877-652-7624**.